

*The State Bar of California Law Practice Management & Technology Section
(LPMT) presents the*

Second **ANNUAL LPMT** MCLE CONFERENCE

EXPLORING NEW WAYS TO ENHANCE YOUR PRACTICE'S
CAPABILITIES!

Friday, June 3, 2005

Piccadilly Inn West Shaw
2305 West Shaw
Fresno, CA
From 8:00 a.m to 4:45 p.m.

6 HOURS OF MCLE
CREDIT INCLUDING:

- 2 HOURS OF ETHICS
- 1 HOUR OF SUBSTANCE ABUSE
- 1 HOUR OF ELIMINATION
OF BIAS
- 2 HOURS OF GENERAL
MCLE CREDIT



*For ON-LINE REGISTRATION and more information about the exciting
new trends in law practice management please click on our website at
www.calbar.ca.gov/lpmt.*



SCHEDULE OF EVENTS

8:00 - 9:00 a.m.

Registration and Continental Breakfast

9:00 - 9:10 a.m.

LAWYERS' ASSISTANCE PROGRAM, STATE BAR OF CALIFORNIA

Richard Carlton

Program Chair and Deputy Director

9:10 - 10:10 a.m.

MANAGING CLIENT EXPECTATIONS: GREATER CLIENT SATISFACTION AND MORE REVENUE

Presenter: Ed Poll

1.0 Ethics Credit

Do your services exceed your clients' expectations? Are they loyal to you? Do they refer their colleagues and friends to you? Most clients' complaints focus on the management approaches of their lawyers. Learn how managing clients' expectations eliminates complaints, gets your fees paid timely and creates new referral sources.

10:10 - 11:10 a.m.

CONFRONTING SUBSTANCE ABUSE AND COPING SUCCESSFULLY WITH THE PRACTICE OF LAW

Presenter: Richard Carlton, Deputy Director, Lawyer Assistance Program, State Bar

1.0 Substance Abuse Credit

Examine the causes of substance abuse disorders, how to properly respond to the problem in the profession, the perspective needed to successfully cope with the pressures of legal practice, and the resources available to help with those challenges.

11:10 - 11:30 a.m. Break

11:30 a.m. - 12:30 p.m.

NEWS YOU CAN USE: TOP TEN BIAS ACTION ITEMS FOR YOU AND YOUR LAW OFFICE

Presenter: Mike Tonsing and Deidra Keels

1.0 Elimination of Bias Credit

This fast-paced hour will focus on a "Top Ten List" of no-nonsense action items that can help

lawyers and law firm staff recognize and eliminate bias in the legal workplace. The two presenters will recommend practical steps to eradicate bias. They will also assume roles and play out scenarios that illustrate how to discern whether specific workplace actions are merely "bad manners" or are actually "targeted bias".

12:30-1:30 p.m. Lunch

1:30 - 2:30 p.m.

JUST THE FACTS MA'AM: THE LAWYER'S GUIDE TO FACT FINDING ON THE INTERNET!

Presenter: Carole Levitt and Mark Rosch

1.0 General MCLE Credit

From missing web pages to missing witnesses, lawyers need to find the information that will make or break a case. Carole Levitt and Mark Rosch, authors of the ABA's The Lawyer's Guide to Fact Finding on the Internet, will show you how to become a Cyber-Sleuth.

2:30 - 3:30 p.m.

CURRENT DEVELOPMENTS IN LEGAL ETHICS

Presenter: Carol Langford

1.0 Ethics Credit

A presentation of the latest cases, statutes and government proposals involving lawyer's and staff ethics that affect law practice management. Current case law and other relevant materials will be handed out with the program.

3:30 - 3:45 p.m. Break

3:45 - 4:45 p.m.

TECHNOLOGY AND GADGETS LAWYERS CAN'T (OR SHOULDN'T) LIVE WITHOUT

Presenter: Rodger Martin and Mark Rosch

1.0 General MCLE Credit

From latest mobile devices and scanners to handheld computers and cell phones, Attorney Rodger Martin and technology writer/speaker Mark Rosch introduce you to the tools you may not know you need (or want)...yet.



Registration Information

LOCATION

Piccadilly Inn West Shaw
2305 West Shaw, Fresno CA
General Session: Regency Room
Lunch: Crown Room

DEADLINE

Your form, with a check or credit card information (with signature), must be received by
May 27, 2005 to be guaranteed participation in the program.

ON-LINE REGISTRATION

To register on-line, click on www.calbar.ca.gov/lpmt

MAIL TO

Program Registration
The State Bar of California
180 Howard Street
San Francisco, CA 94105.

CHECKS PAYABLE

Make checks payable to: The State Bar of California

FAX TO

Program Registrations at 415.538.2368. Credit card information and signature are mandatory.

QUESTIONS

For general registration questions please call 415.538.2520.

Conference Information

ON-SITE REGISTRATIONS

On-site registrations are on a space-available basis only.

CANCELLATIONS/REFUNDS

All requests for refunds must be in writing and received by May 27, 2005.

SPECIAL ASSISTANCE

For special assistance, please call 415.538.2520 or TDD for speech and hearing impaired,
please call 415.538.2231.

QUESTIONS

For further program information, please email Ed Bernard at
Edward.Bernard@calbar.ca.gov or call 415.538.2242.

AUDIO CASSETTES

Audio Cassettes will be available for purchase after the program from the Versa-Tape
Company. Tapes can be purchased by calling Versa-Tape at 800.468.2737.

*The State Bar of California Law Practice Management & Technology Section is a
State Bar of California MCLE Approved Provider*

REGISTRATION FORM

Second Annual LPMT MCLE Conference June 3, 2005

Note: One registrant per form. Photocopies may be used.

Bar Number: _____

Name: _____

Firm: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

*Email: _____

*(required for confirmation)

PROGRAM REGISTRATION FEES:

- ☐ LPMT Section Member _____ \$150
☐ Fresno County Bar Member _____ \$175
☐ Non-Section Member _____ \$215

Includes 2005 enrollment in LPMT Section.

Amount enclosed/to be charged: \$ _____

CREDIT CARD INFORMATION

I/we authorize the State Bar of California to charge my/our program registration to my/our VISA/MasterCard account. (No other credit card will be accepted.)

Account Number: _____
(Visa/Mastercard ONLY)

Expiration Date: _____

Cardholder's Name: _____

Cardholder's Signature: _____
(Mandatory)

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